

October 26, 2012

To: Executive Board

Subject: **Performance Indicators Quarterly Report**

Recommendation

Receive and file the Performance Indicators Quarterly Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Year-to-date Foothill Transit has hit five of nine key performance indicators. The indicators met for the quarter are Average Hold Time, Average Miles Between Service Interruptions, Average Weekday Boardings, Average Cost per Vehicle Service Hour, and Farebox Recovery Ratio. The Boardings per Vehicle Service Hour missed the target by 1%.

Foothill Transit will continue to work to reduce the number of Preventable Accidents per 100,00 miles, Complaints per 100,000 Boardings, and improve Schedule Adherence.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for September 2012 was 1,172,177, which is approximately two percent lower than September 2011 ridership figures. It is important to note there were two additional weekdays in September 2011 compared to September 2012.
- **Fare Revenue** – Total fare revenue for September 2012 was \$1,741,912, resulting in an average fare of \$1.37 per boarding. The reported number reflects a prior year EZ transit pass revenue payment of \$349,920. When fare revenues are adjusted for this amount, the resulting revenues are \$145,475 lower than budgeted.
- **Operating Expenses** – Total operating expenses for September 2012 were \$4,492,652 resulting in an average cost per service hour of \$77.74. Total operating expenditures show a decrease of almost 17 percent when compared to September 2011 figures.
- **Accidents** – There were seven preventable accidents recorded in September 2012 for an average of 0.68 preventable accidents per 100,000 miles for the month which is almost an 80 percent increase from September 2011.
- **Customer Complaints** – Foothill Transit recorded 13.56 complaints per 100,000 boardings for September. This exceeds the target of 10.5 set for this fiscal year.

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- **Schedule Adherence** – This month, 69.5 percent of all trips surveyed were on-time. Data collected and reported this fiscal year is based on SBS data and includes early arrivals at drop-off. Work is underway to remove these figures from the statistics.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in September were 1,172,177, which gives a year-to-date number of 3,524,948 which represents a 2 percent decrease compared to last year's numbers. Considering September 2012 had two fewer weekdays than September 2011, this represents a slight increase in daily ridership. Ridership is expected to increase next month when schools are in session for a full month.

The total recorded fare revenue in September 2012 was \$1.7 million, which also includes a prior year EZ transit Pass revenue payment of \$349,920 and when fare revenues are adjusted for this amount, the resulting revenues are \$145,475 lower than budgeted and on par with last year's reported farebox revenue.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

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Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In September 2012 there were a total of seven preventable accidents, producing an average of 0.68 preventable accidents per 100,000 miles for the month which is slightly higher than the performance target. Year-to-date accidents are at 0.75 per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In September, 13.56 complaints per 100,000 boardings were recorded. This is above the performance target of 10.5. Of the 158 complaints received during the month, 73 were related to schedule adherence. There were also 40 complaints related to operator courtesy, 5 related to safety, and 10 related to fares. This is a 35 percent increase compared to last year, but a 35 percent decrease from August 2012. Schedule adherence strategies and a heightened focus on customer courtesy are being addressed by members of the management team and Foothill Transit's service contractors.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In September 2012 the agency achieved an average of 69.5 percent on-time performance on all lines. This is below the performance target of 90 percent; Foothill Transit is currently using the SMARTBus system to monitor on-time performance. In previous years, manually collected sample data was used to report this number, and the total number of data points collected represented a small percentage of the service. The SMARTBus system gives a true picture of the overall system. The Quality Assurance team and Foothill Transit's Arcadia and Pomona service contractors are working to make sure coach operators make their first scheduled stop on time and the Planning team is finalizing schedule adjustments to be implemented with the November service change to improve the system's on time performance.

The following routes have been identified as those with the lowest on-time performance: Express Lines 498, 699, and 497 and Local Lines 488, 486, and 480. As mentioned, these routes are currently being monitored by the Quality Assurance team, and Foothill Transit's Arcadia and Pomona service contractors to improve the routes' performance. These lines all travel along Interstate 10 and have been plagued with erratic traffic conditions resulting from construction along that corridor. Running time modifications have been included in the December 2012 service change to mitigate these issues.

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Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 42 seconds during September 2012 is below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner and plan to provide more phone coverage on Saturdays.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In September 2012, Foothill Transit averaged 14,051 miles between service interruptions. This is a decrease of 47 percent when compared to September 2011. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 20.6 boardings per vehicle service hour in September 2012. This is above the fiscal year performance target of 20.1 and is a decrease of nine percent compared to September 2011 figures. The 56,984 service hours operated during the month is 5.5 percent above September 2011 numbers.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In September 2012, the agency averaged 50,633 boardings per weekday, which is above the fiscal year target of 44,000 boardings per weekday. Year-to-date average weekday boardings are 47,208 which is 1.2 percent higher than the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

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Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in September 2012 was \$77.74, which is below the fiscal year target of \$99.22 and reflects 17 percent improvement when compared to September 2011 figures. The year-to-date cost per hour is meets the fiscal year target at \$83.92.

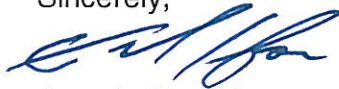
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

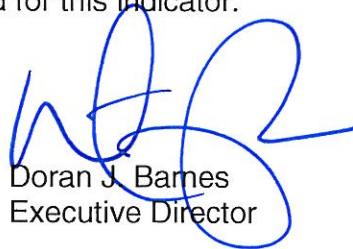
The September 2012 farebox recovery ratio was 39.32 percent. This is above the performance target of 25.96 percent and is a 28.6 percent improvement over September 2011. The September 2012 revenue figure however includes a one-time settlement of \$349,920 in EZ transit Pass revenues. When this one-time revenue is removed from the September 2012 figure, the farebox recovery ratio for the month is 31 percent. For the fiscal year, farebox recovery ratio is at 34.29 percent and represents an improvement of 21 percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning



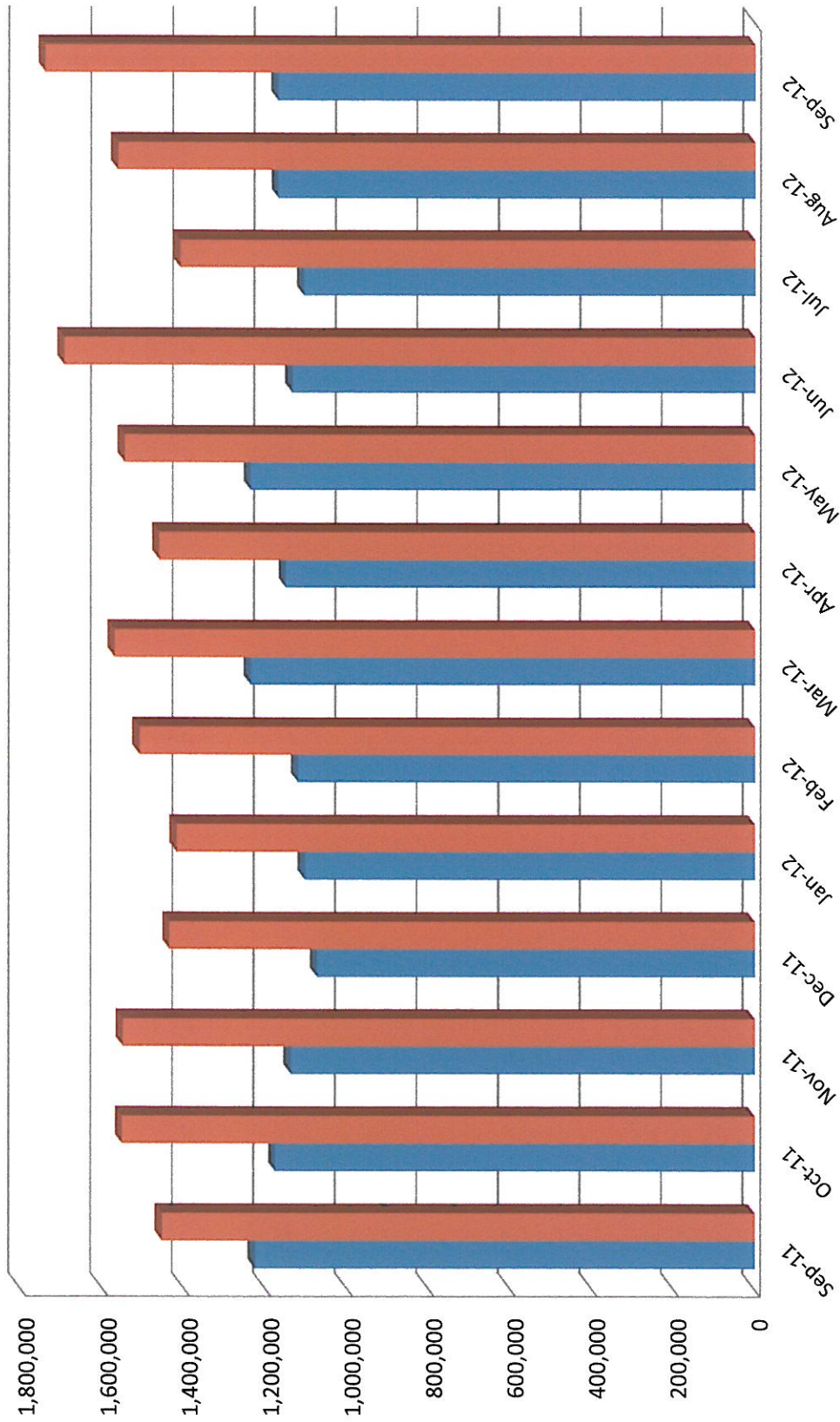
Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
September-12

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,172,177	N/A	1,226,855	-4.46%	N/A	3,452,764	N/A	3,524,948	-2.05%
	Vehicle Service Hours		56,984	N/A	54,121	5.29%	N/A	177,310	N/A	168,013	5.53%
	Total Fare Revenue	B	\$1,741,912	N/A	\$1,455,796	19.65%	N/A	\$4,720,467	N/A	\$4,391,505	7.49%
	Total Operating Expense		\$4,429,652	N/A	\$5,097,396	-13.10%	N/A	\$15,263,794	N/A	\$15,552,431	1.86%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.68		0.38	79.59%	0.60	0.75		0.49	-34.38%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	13.48		11.17	-20.67%	10.5	16.62		10.07	-65.09%
	Schedule Adherence	E	69.5%		89.3%	-22.18%	90%	71.9%		87.3%	-17.61%
	Average Hold Time	F	0:42	X	0:42	0.00%	0:45	0:43	X	0:36	-19.44%
	Average Miles Between Service Interruptions	G	14,051		18,202	-22.81%	15,000	19,875	X	38,120	-47.86%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	20.6	X	22.7	-9.25%	20.1	19.9		21.0	-5.48%
Operate an Efficient Transit System	Average Weekday Boardings	I	50,633	X	50,178	0.91%	46,000	47,208	X	46,612	1.28%
	Average Cost per Vehicle Service Hour	J	\$77.74	X	\$94.19	17.47%	\$99.22	\$83.92	X	\$92.57	9.35%
	Farebox Recovery Ratio	K	39.32%	X	28.56%	37.69%	26.76%	34.29%	X	28.24%	21.41%

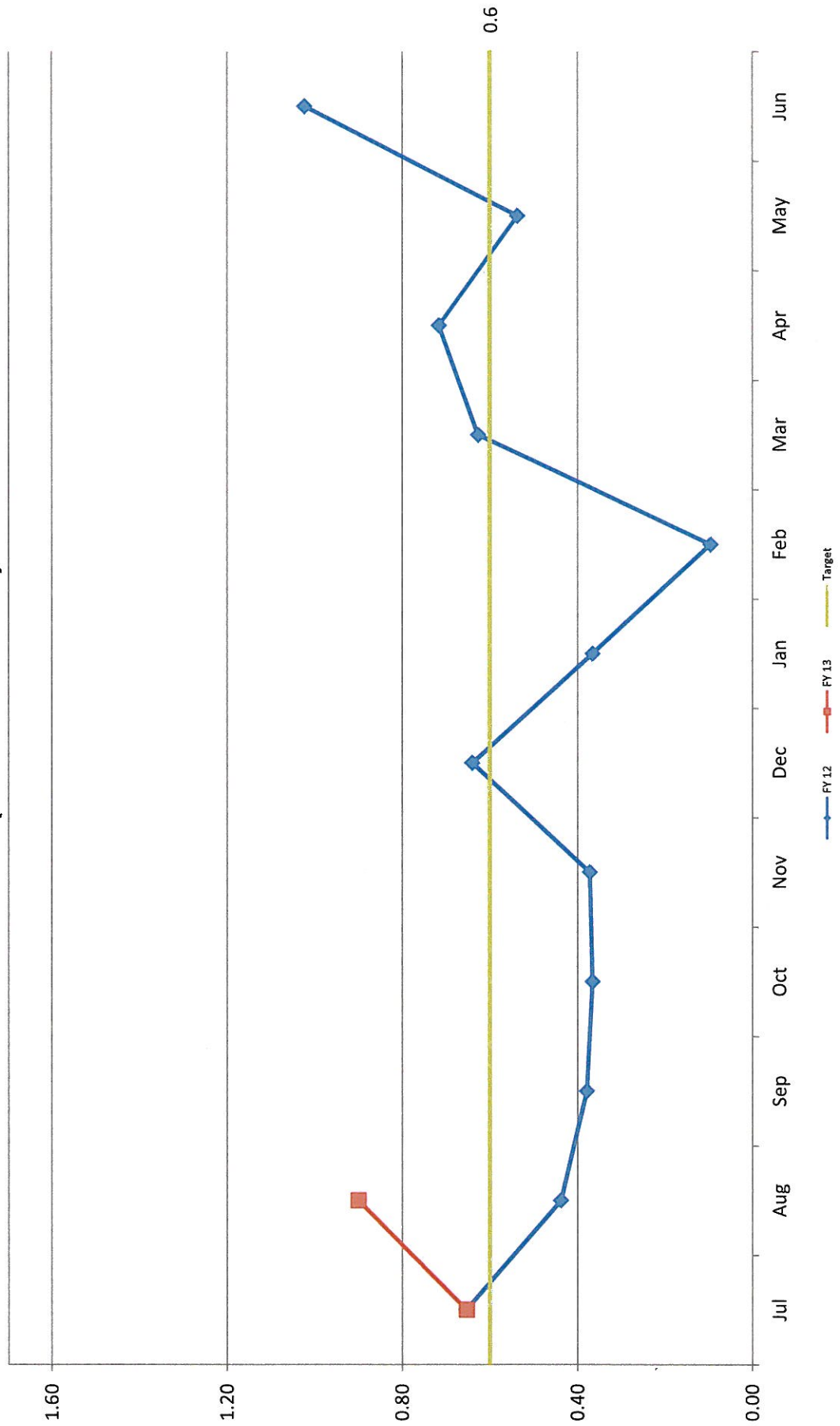
Attachment B

Attachment B: Total Boardings vs. Total Revenues

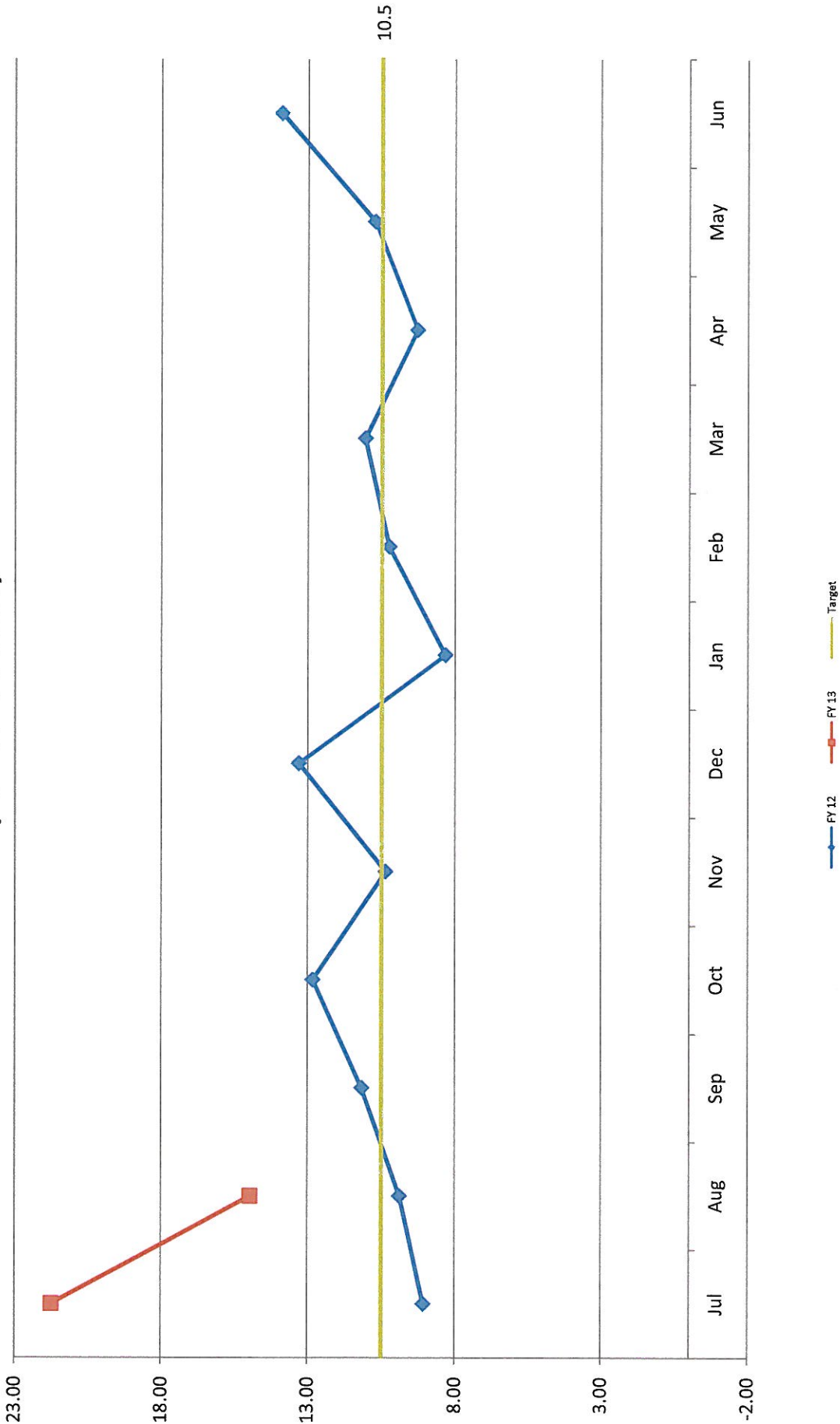


	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Series1	1,226,855	1,177,187	1,138,768	1,075,173	1,105,137	1,121,948	1,238,135	1,152,487	1,238,863	1,136,981	1,108,908	1,171,679	1,172,177
Series2	\$1,455,796	\$1,553,731	\$1,551,750	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799	\$1,463,875	\$1,548,657	\$1,695,542	\$1,413,122	\$1,565,433	\$1,741,912

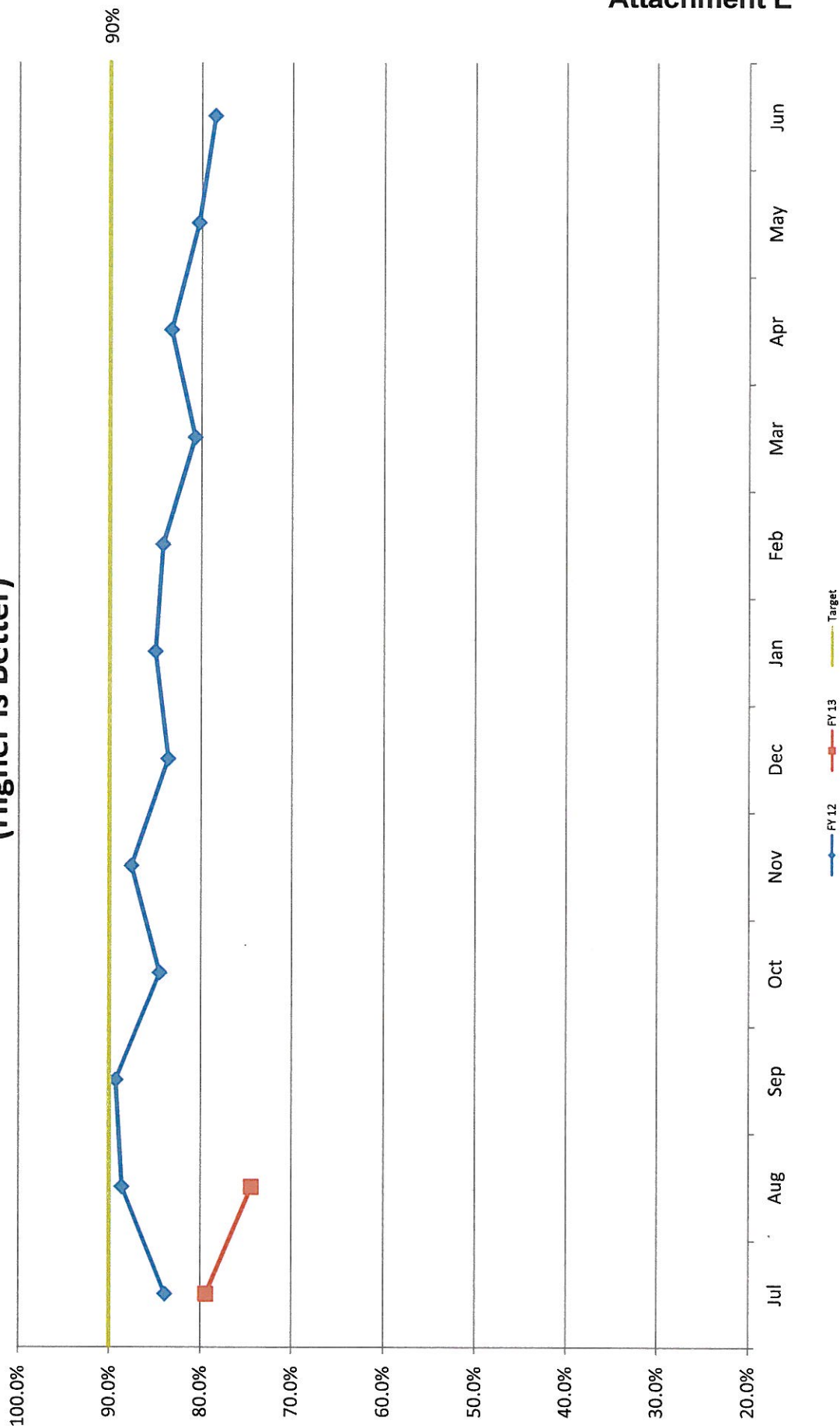
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



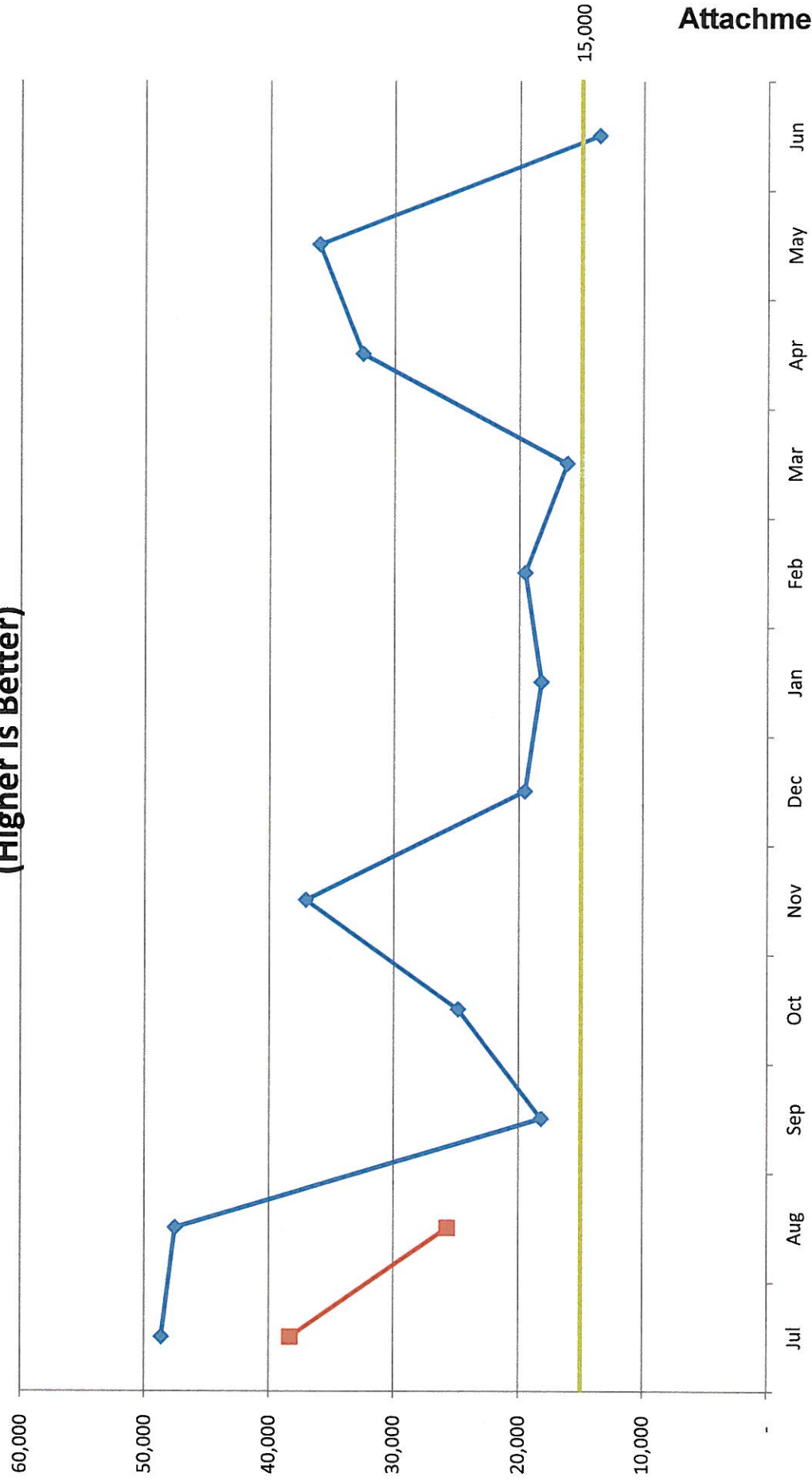
Attachment D: Complaints per 100,000 Boardings
(Lower is Better)



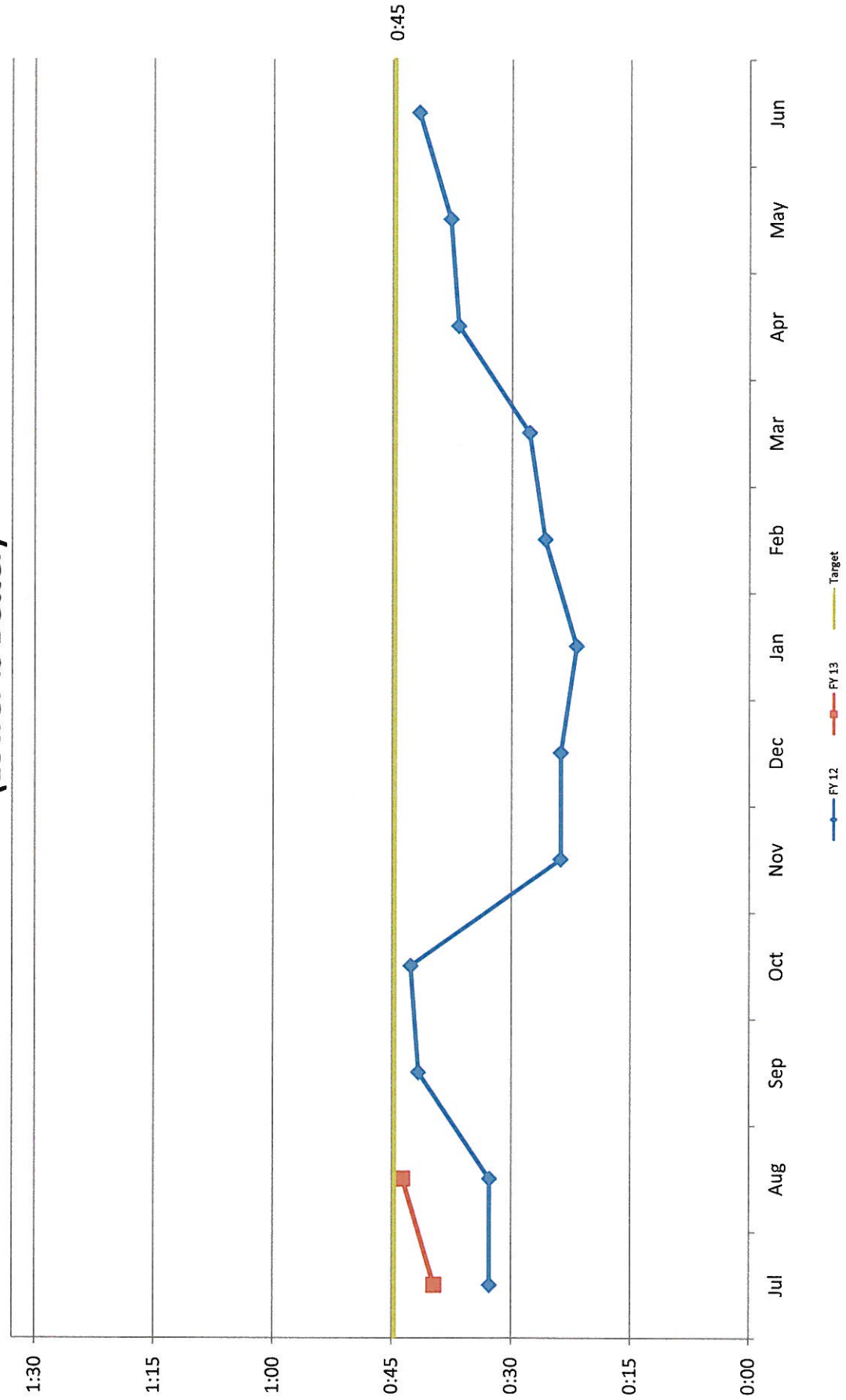
Attachment E: Schedule Adherence (Higher is Better)



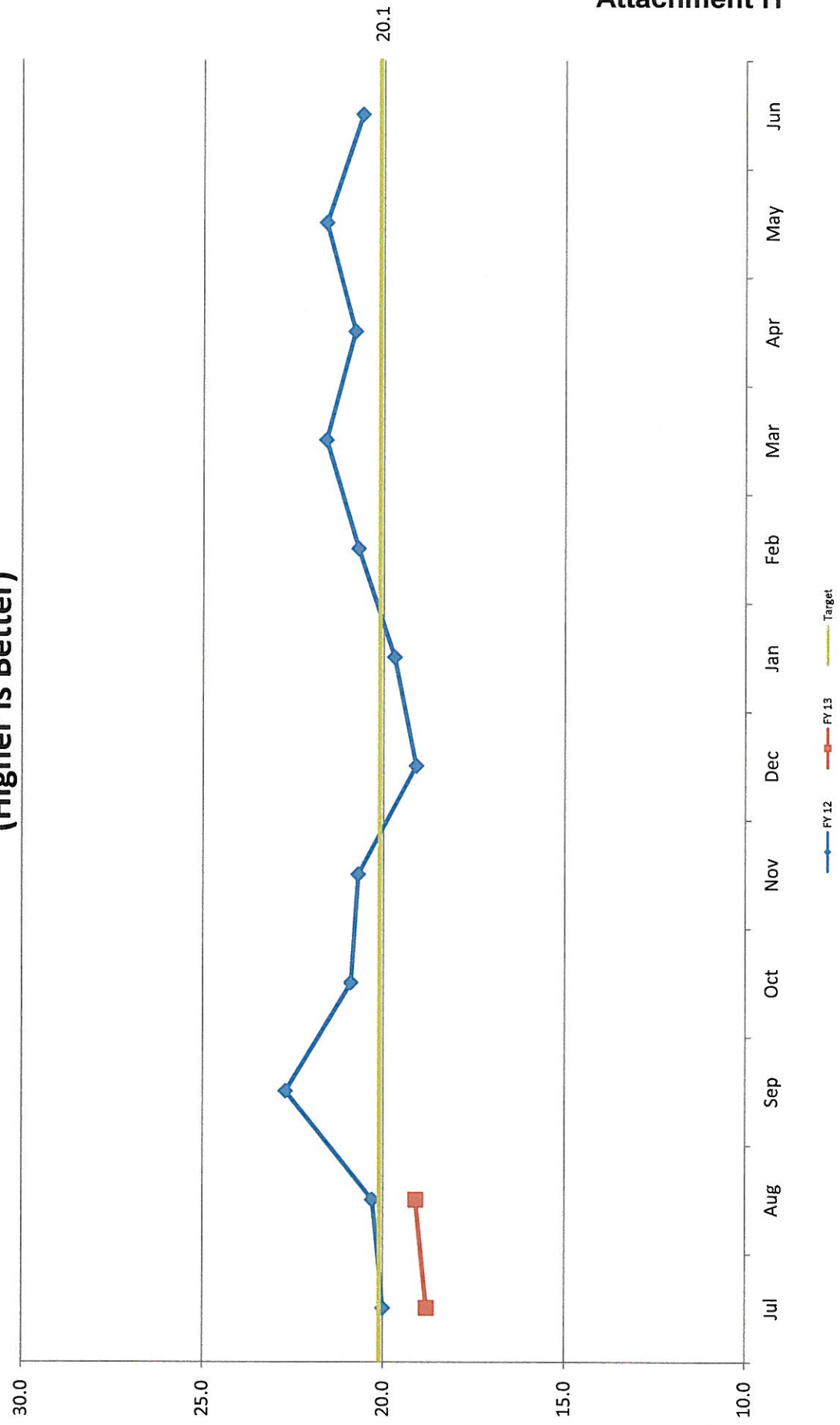
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



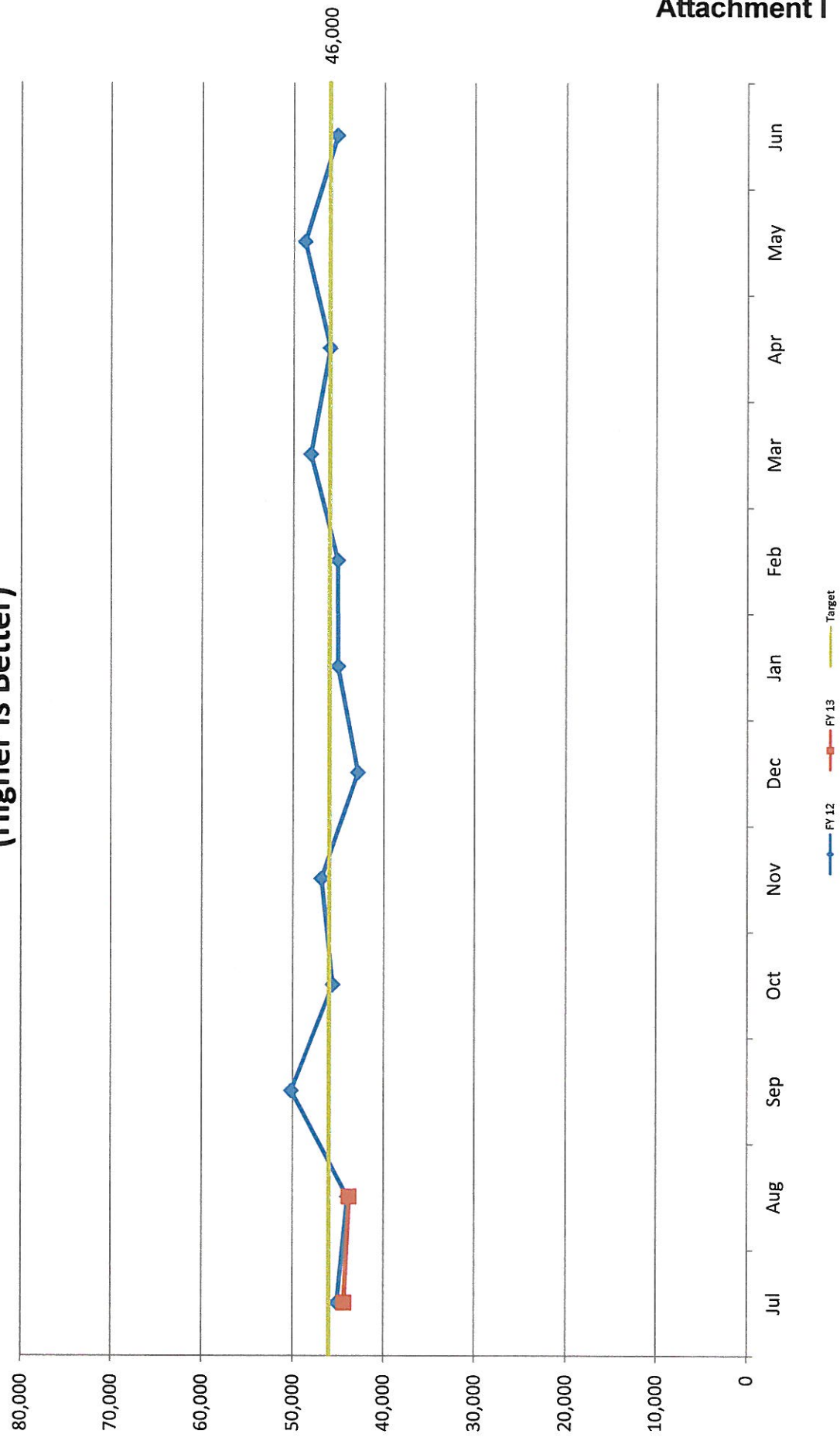
Attachment F: Average Hold Time
(Lower is Better)



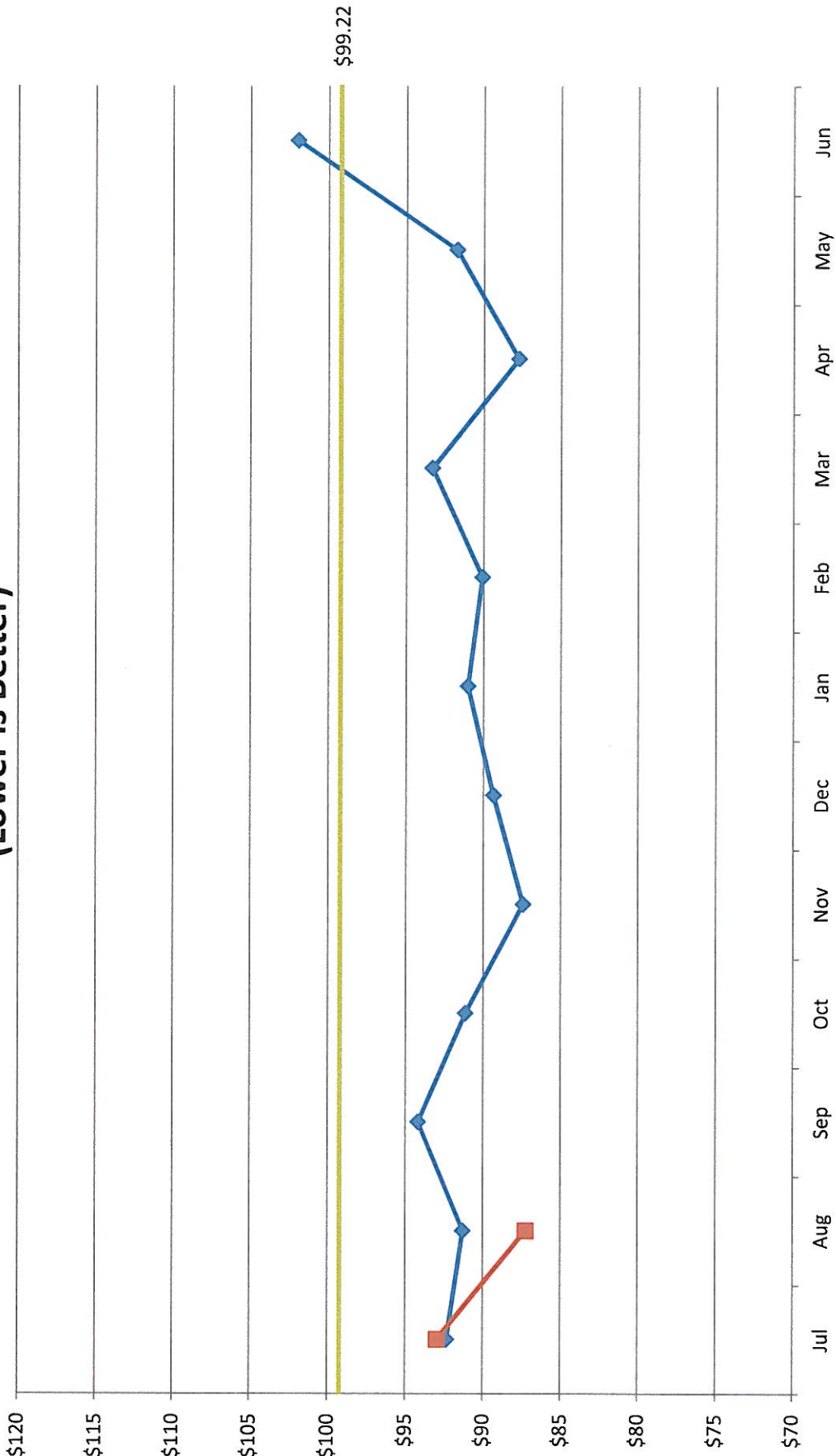
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



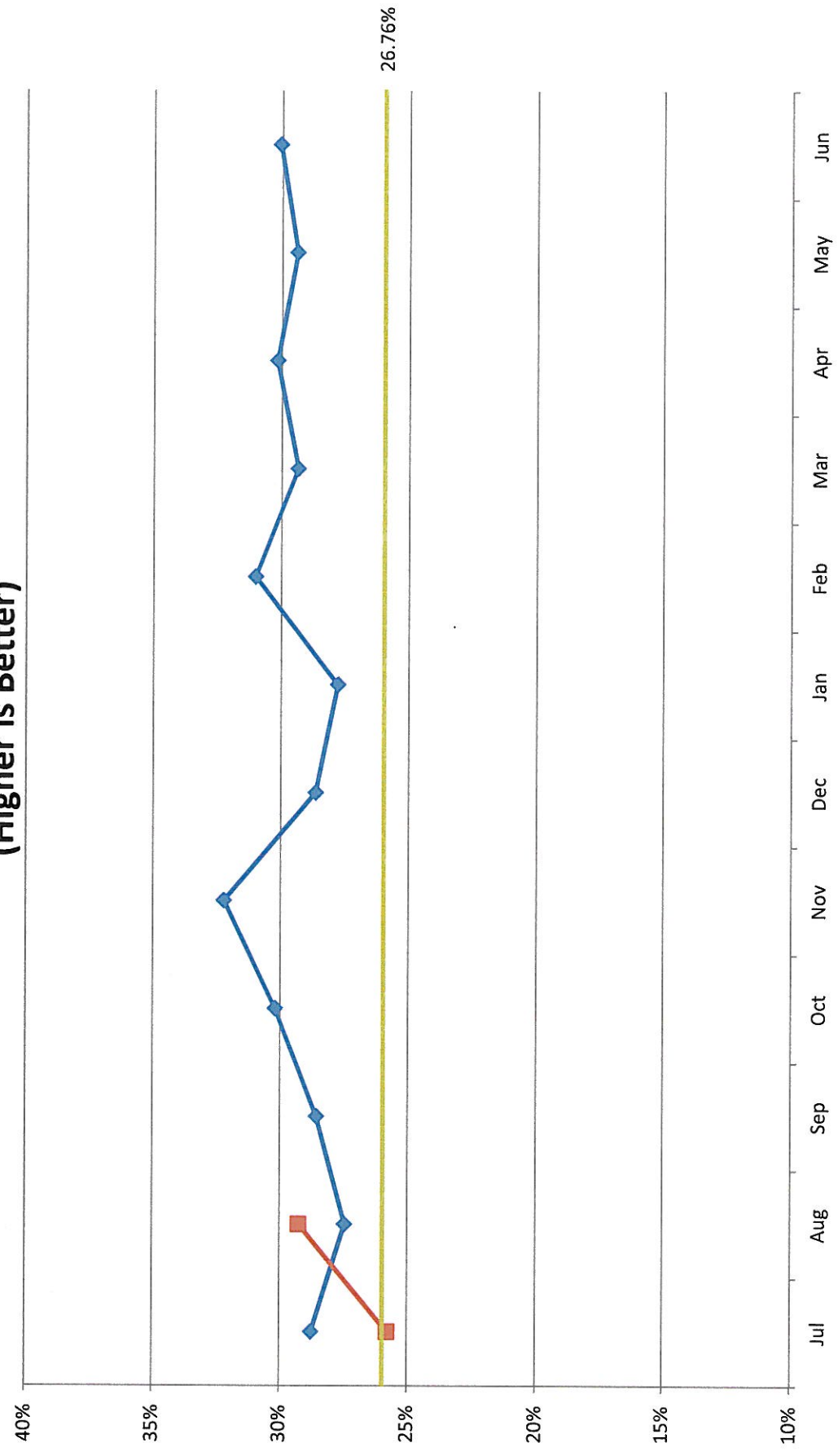
Attachment I: Average Weekday Boardings (Higher is Better)



**Attachment J: Average Cost per Vehicle Service Hour
(Lower is Better)**



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
September-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.49	\$1.19	24.88%	\$1.32	\$1.37	X	\$1.26	8.50%
Average Cost per Boarding	\$3.78	\$4.15	8.94%	\$4.93	\$4.42	X	\$4.41	-0.24%
Average Subsidy per Boarding	\$2.29	\$2.97	22.80%	\$3.61	\$3.05	X	\$3.16	3.37%
Total Vehicle Miles	1,025,706	1,055,729	-2.84%	N/A	3,203,014	N/A	3,266,267	-1.94%
Vehicle Service Miles	802,465	802,163	0.04%	N/A	2,493,856	N/A	2,488,557	0.21%
Total Vehicle Hours	67,518	63,741	5.93%	N/A	210,559	N/A	197,497	6.61%
In-Service Speed	14.1	14.8	-4.73%	N/A	14.1	N/A	14.8	-4.84%
Boardings per Vehicle Service Mile	1.46	1.36	7.73%	N/A	1.38	N/A	1.42	-2.50%